

RFP Title: *Children's Waiting Room Services*

RFP Number: *SC 5555.2022.1*

# REQUEST FOR PROPOSALS

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**SUPERIOR COURT OF CALIFORNIA, COUNTY OF  
ALAMEDA**

**REGARDING:**

Children's Waiting Room Services

RFP SC 5555.2022.1

**PROPOSALS DUE:**

*February 9, 2022* NO LATER THAN 3:00 P.M. PACIFIC TIME

## **1.0 BACKGROUND INFORMATION**

- 1.1 The Superior Court of California, County of Alameda, "Court" seeks one or more vendors to provide childcare services for the Court's children's waiting rooms (CWR) at the following court location:
- **Hayward Hall of Justice (HHJ)**  
24405 Amador Street, Hayward, CA 94544
- 1.2 The initial contract will be for one (1) year, starting March 1, 2022 (estimated date), and will be renewable at the option of the Court for up to four (4) additional one (1) year periods.
- 1.3 CWR services are provided on a drop-in basis to parents and guardians having business in the Court, are available for children up to the age of 16 and operate without charge to the public. Currently the Court operates CWR in Hayward, but have additional CWR locations in Oakland, Dublin, and San Leandro.

## **2.0 DESCRIPTION OF SERVICES AND DELIVERABLES**

- 2.1 The Court seeks the services of a person or entity with expertise in childcare services for the Court's children's waiting room.
- A. Contractor will provide childcare services at the time and location specified in their proposal 52 weeks per year during specified operating hours, as noted below, excluding Court holidays. Service may change upon 45 days' notice and hours of operation may be adjusted occasionally to better serve the needs of the public and the Court.
- B. The minimum number of staff required to be present is indicated in parentheses below.

<b>Courthouse</b>	<b>Days</b>	<b>Hours of Operation</b>
Hayward Hall of Justice	Monday to Friday	8:30 AM to 12:30 PM (3) 1:30 PM to 4:30 PM (3)

- C. All the Contractor's staff for the CWR will have passed the Court mandated background check; screening for substance abuse and a history of child abuse.
- D. If necessary, for caregivers to be absent, whether planned or unplanned, or due to a staff emergency, Contractor shall secure a substitute for the absent caregiver with staff that have passed the Court's mandated background check.

- E. CWR staff must comply with the Court's Professional Appearance Policy. Exception: CWR staff may wear jeans so long as they do not violate other provisions of the Court's Professional Appearance Policy.
- F. CWR staff, including substitute caregivers, are required to be fully vaccinated against COVID-19 as a condition of working in the CWR.
  - i. The bidder will provide the organization's protocols for reporting COVID-19 exposures.
  - ii. Proof of COVID-19 vaccination of all CWR staff will be required to be submitted to the Court's Human Resources office, upon execution of a contract.
- G. Follow established safety and security procedures that strictly control access to CWRs, and effectively respond to legal and physical custodial arrangements for children, emergency situations, the remand of parents into custody by the Court, and failure of parents to reclaim their children from the CWR at the appropriate time, all in a manner that minimizes anxiety, fear, and disruption for the child.
- H. The childcare services provided in the Children's Waiting Rooms shall include age-appropriate activities & curriculum to meet the emotional, social, developmental, and physical needs of all children who may use the waiting room.
  - i. CWR staff shall ensure all toys and equipment are safe and do not pose choking or other hazards.
  - ii. CWR staff shall ensure that educational and play materials contained in the waiting room reflect a range of racial, ethnic, linguistic, and family structures.
  - iii. CWR staff shall provide nutritious snacks to children on a flexible schedule that meets the needs of children who arrive at any time during the day.
  - iv. CWR staff shall utilize procedures and practices for appropriately and thoughtfully dealing with departures, arrivals, separations between children and their families, toileting, napping, and other transitions.
  - v. Non punitive child-centered rules regarding children's behavior and respectful supportive management of that behavior shall be utilized.
  - vi. CWR staff shall maintain a neat, attractive space that encourages confidence in parents deciding to leave their children in the CWR.

- vii. Contractor is responsible for the service and maintenance costs for all appliances used to maintain the CWR services both Court and Contractor owned.
- I. Use child safety, infection control, facility cleaning, and maintenance procedures that protect children from hazards and harm and reduce the incidence of illness or injury among staff and visitors.
- J. On a form provided by the Courts, keep accurate monthly statistics regarding number of children and families served, and any additional data required to meet federal reporting requirements.
- K. Prior to admittance, a Child Registration Form must be completed, including such items as:
  - i. Date
  - ii. Child's name
  - iii. Child's age
  - iv. Address
  - v. Telephone number
  - vi. Arrival time
  - vii. Courtroom or location to which parent or guardian is assigned
  - viii. Expected departure time
  - ix. Parent or guardian signature
  - x. Special instructions for the care of the child
- L. The parent or guardian and child will be provided with a form of matching identification.
- M. The parent or guardian is to be provided with a Parent Information Sheet which they are instructed to read carefully. The childcare specialist or equivalent reviews the form with the parent or guardian to ensure that the parent or guardian understands his/her responsibilities.
- N. **Departure Procedures:** Before releasing any child to the parent or guardian, staff must:

- i. Verify that the parent or guardian picking up the child satisfies the identification protocol in place which identifies the child to the parent or guardian.
- ii. Complete the registration process to include:
- iii. Departure time
- iv. The parent or guardian's signature

**O. Parent/Guardian Responsibilities:** Each parent or guardian who requests that a child be cared for in the Children's Waiting Room will be informed of their obligation to comply with the following rules and responsibilities:

- i. Registration forms must be complete and signed
- ii. Photo identification must be provided upon request
- iii. No sick children will be admitted. If it is determined that the child is sick (i.e., lice, chicken pox, fever, etc.) after the parent or guardian leaves, the adult will be contacted and requested to pick-up the child immediately
- iv. Children will be released only to the parent or guardian satisfying the identification protocol in place. No exceptions will be made unless ordered by a judge or commissioner
- v. Parent or guardian must inform the Children's Waiting Room of the courtroom in which their proceeding will take place and in the event of a courtroom change
- vi. Parent or guardian may not leave the courthouse while the child is in the waiting room. No exceptions
- vii. If a child is not picked up on time, the Children's Waiting Room staff may call the Sheriff's Department to take the child into protective custody
- viii. No inappropriate language or behavior will be tolerated by adults or children visiting the Children's Waiting Room
- ix. Children must be picked up no later than closing time as indicated in the Hours of Operation in this Scope of Work. If a child is not picked up on time, the Sheriff's Department will be contacted, and the child will be taken into protective custody.

### 3.0 TIMELINE FOR THIS RFP

The Court has developed the following list of key events related to this RFP. The Court reserves the right to amend this timeline.

EVENT	DATE
RFP issued	January 19, 2022
Deadline for questions to: <a href="mailto:bidquestions@alameda.courts.ca.gov">bidquestions@alameda.courts.ca.gov</a>	January 26, 2022
Questions and answers posted at: <a href="http://www.alameda.courts.ca.gov/Pages.aspx/Contract-Opportunities">http://www.alameda.courts.ca.gov/Pages.aspx/Contract-Opportunities</a>	February 2, 2022
Latest date and time proposal may be submitted to: <a href="mailto:bidquestions@alameda.courts.ca.gov">bidquestions@alameda.courts.ca.gov</a>	February 9, 2022, no later than 3:00 PM Pacific Time
Anticipated interview dates ( <i>estimate only</i> )	February 14 – 15, 2022
Evaluation of proposals ( <i>estimate only</i> )	February 14 – 17, 2022
Notice of Intent to Award ( <i>estimate only</i> )	February 18, 2022
Negotiations and execution of contract ( <i>estimate only</i> )	February 22 – 25, 2022
Contract start date ( <i>estimate only</i> )  Contract start date is dependent on the Contractor and the Court's ability to execute a contract.	March 1, 2022
Contract end date ( <i>estimate only</i> )	February 28, 2027, includes the initial term and 4 optional 1-year terms

### 4.0 RFP ATTACHMENTS

The following attachments are included as part of this RFP:

ATTACHMENT	DESCRIPTION
Attachment 1: Administrative Rules Governing RFPs (Non-IT Services)	<b>Separate Attachment.</b> These rules govern this solicitation.
Attachment 2: Court Standard Terms and Conditions	<p><b>Separate Attachment.</b> If selected, the person or entity submitting a proposal (the "Prospective Bidder") must sign a Court Standard Form agreement containing these terms and conditions (the "Terms and Conditions").</p> <p>The following provisions within the Terms and Conditions are minimum contract terms and conditions ("Minimum Terms"): Appendix C, Contractor Certification Clauses and Provisions Applicable to Certain Agreements.</p>
Attachment 3: Prospective Bidder's Acceptance of Terms and Conditions	<p><b>Separate Attachment.</b> On this form, the Prospective Bidder must indicate acceptance of the Terms and Conditions or identify exceptions to the Terms and Conditions.</p> <p><b>Note: A material exception to a Minimum Term will render a proposal non-responsive</b></p>
Attachment 4: General Certifications Form	<b>Separate Attachment.</b> The Prospective Bidder must complete the General Certifications Form and submit the completed form with its proposal.
Attachment 5: Darfur Contracting Act Certification	<b>Separate Attachment.</b> The Prospective Bidder must complete the Darfur Contracting Act Certification and submit the completed certification with its proposal.
Attachment 6: Payee Data Record Form	<b>Separate Attachment.</b> This form contains information the Court requires in order to process payments and must be submitted with the proposal.
Attachment 7: Unruh and FEHA Certification	<p><b>[Only for solicitations of \$100,000 or more]</b></p> <p><b>Separate Attachment.</b> The Prospective Bidder must complete the Unruh Civil Rights Act and California Fair Employment and Housing Act Certification.</p>
Attachment 8: Bidder Declaration	<b>Separate Attachment.</b> The Bidder must complete this form only if wishes to claim Disabled Veteran Business Enterprise (DVBE) incentive associated with this solicitation.
Attachment 9: DVBE Declaration	<b>Separate Attachment.</b> The document can be found on the website where the RFP is posted. Completed this form only if Prospective Bidder will claim DVBE incentive associated with this solicitation.
Attachment 10: Question and Answer Submission Form	<b>Separate Attachment.</b> The document can be found on the website where the RFP is posted. Form must be submitted when Prospective Bidder has a question regarding the RFP. Answers will be posted on the Court's website.

Attachment 11: Contact Sheet	<b>Separate Attachment.</b> Prospective Bidder's contact information.
Attachment 12: Reference Check Form	<b>Separate Attachment.</b> Prospective Bidder's references.
Attachment 13: Check List	<b>Separate Attachment.</b> RFP checklist.

## **5.0 PAYMENT INFORMATION**

5.1 The Contractor shall submit an invoice to the Court at the beginning of each month for services performed during the previous month. The Court will process for payment invoices within 30 days of receipt and approval by Court's Project Manager. All invoices must reference contract purchase order.

5.2 Court will not pay or reimburse vendor, or their employees, for travel, or any other related, expenses that are required as part of the Scope of Work.

5.3 Any requests made outside of the contract scope of work will be considered a separate purchase order outside of the contract purchase order and will be processed on a separate purchase order.

5.4 Vendor must provide written notice to Court of the specific excess charge and obtain Court's consent prior to performing any additional service that would incur an excess charge.

5.5 Each monthly billing statement should contain the latest contact phone number to correct or update billing information.

5.6 Payment terms will be specified in the contract document that will be executed as a result of an award made under this RFP, however, prospective Contractors are hereby advised that the Court payments are made by the State of California, and the State does not make any advance payment for services. Payment by the State is normally made based upon completion of tasks as provided for in the agreement between the Court and the selected Service Provider.

## **6.0 SUBMISSIONS OF PROPOSALS**

6.1 Proposals should provide straightforward, concise information that satisfies the requirements of the "Proposal Contents" section below. Expensive bindings, color displays, and the like are not necessary or desired. Emphasis should be placed on conformity to the RFP's instructions and requirements, and completeness and clarity of content.



- 6.2 The Prospective Bidder must submit its proposal in two parts, the technical proposal and the cost proposal.
- 6.3 Proposals must be emailed to [bidquestions@alameda.courts.ca.gov](mailto:bidquestions@alameda.courts.ca.gov).
- 6.4 Late proposals will not be accepted.

**The Court will not accept proposals that are hand delivered or delivered by a carrier or mail service provider at this time.**

- 6.5 **Questions.** Interested parties may submit a request for clarifications, modifications, or questions to the Court using the Question and Answer Submission Form, provided in Attachment 10. Requests shall be submitted via email to [bidquestions@alameda.courts.ca.gov](mailto:bidquestions@alameda.courts.ca.gov) no later than the date specified in the RFP timeline. Please indicate the RFP number and title in the subject line of the email. Contact with the Court shall be made only through the email address.
- 6.6 Telephone calls will not be accepted.

## **7.0 PROPOSAL CONTENTS**

- 7.1 **Technical Proposal.** The following information must be included in the technical proposal. A proposal lacking any of the following information may be deemed non-responsive.
- 7.2 The Prospective Bidder's name, address, telephone and fax numbers, and federal tax identification number. Note that if the Prospective Bidder is a sole proprietor using his or her social security number, the social security number will be required before finalizing a contract.
- 7.3 Name, title, address, telephone number, and email address of the individual who will act as the Prospective Bidder's designated representative for purposes of this RFP.
- 7.4 For each key staff member: a resume describing the individual's background and experience, as well as the individual's ability and experience in conducting the proposed activities.
- 7.5 Names, addresses, and telephone numbers of a minimum of three (3) clients for whom the Prospective Bidder has conducted similar services. The Court may check references listed by the Prospective Bidder.
- 7.6 Proposed method to complete the work.
  - A. The evaluation team will be evaluating all proposals submitted based on their ability to provide all the products and services requested by the Court

in this RFP. The vendor's ability to meet the requirements provided in **Section 2.0.**

- B. Vendor shall describe the level of customer service that will be provided, including procedures that the vendor has the ability to deliver high quality, children's waiting room services and any other services consistent with the stated specifications. Selection will result from the Court's overall judgment that a proposal meets or exceeds its requirements, as measured against the following criteria (not listed in order of importance):
- i. Superior responsiveness to specifications, quality of work plan, and demonstrated understanding of the purposes of this project. Specifications for documentation, performance, service or any other deliverables are the minimum requirements for this RFP. Provider qualifications, office hours, and prompt and continuous availability of quality care during the Children's Waiting Room's proposed hours are critical.
  - ii. The number of years the vendor has been in business, the size of its organization, the number of employees and the number of their successful drop-in child waiting room facilities operated by the vendor under similar conditions to those proposed for the Children's Waiting Room.
  - iii. Capabilities of the vendor in terms of qualifications and relevant past experience. Vendors shall indicate their past performance functioning as a vendor agency, including past performance in providing similar types of program services, children's waiting room services, and/or family support services; and working with the target population and with the judiciary.
  - iv. Past service history of vendor regarding child safety, family and staff satisfaction. Indicate any significant problems that have occurred at a program owned, operated or serviced by your agency (e.g. complaints, lawsuits and liability proceedings, incidents when a child was seriously injured or killed; findings of the sexual abuse, physical abuse or neglect of a child by a staff member, employee discrimination or wrongful dismissal suits). Discuss any corrective action that the agency has taken as a result of the problem or problems.
  - v. Start Up and Transition Plan – If the proposer would be a new CWR provider, or is an existing provider proposing to modify its existing organizational model, provide a description of the plan to start up operations and transition representation from

the current CWR provided. If a proposer does not require a startup and transition plan, a statement to that effect must be provided in this section.

7.7 Acceptance of the Terms and Conditions.

- A. On Attachment 3, the Prospective Bidder must check the appropriate box and sign the form. If the Prospective Bidder marks the second box, it must provide the required additional materials. An "exception" includes any addition, deletion, or other modification.
- B. If exceptions are identified, the Prospective Bidder must also submit (i) a red-lined version of the Terms and Conditions that implements all proposed changes, and (ii) a written explanation or rationale for each exception and/or proposed change.
- C. **A material exception to a Minimum Term will render a proposal non-responsive.**

7.8 Certifications, Attachments, and other requirements.

- A. The Prospective Bidder must complete the General Certifications Form (**Attachment 4**) and submit the completed form with its proposal.
- B. The Prospective Bidder must complete the Darfur Contracting Act Certification (**Attachment 5**) and submit the completed certification with its proposal.
- C. If Contractor is a California corporation, limited liability company ("LLC"), limited partnership ("LP"), or limited liability partnership ("LLP"), proof that Contractor is in good standing in California. If Contractor is a foreign corporation, LLC, LP, or LLP, and Contractor conducts or will conduct (if awarded the contract) intrastate business in California, proof that Contractor is qualified to do business and in good standing in California. If Contractor is a foreign corporation, LLC, LP, or LLP, and Contractor does not (and will not if awarded the contract) conduct intrastate business in California, proof that Contractor is in good standing in its home jurisdiction.
- D. Copies of the Prospective Bidder's (and any subcontractors') current business licenses, professional certifications, or other credentials.
- E. Proof of financial solvency or stability (e.g., balance sheets and income statements).

- F. The Prospective Bidder must complete the Unruh Civil Rights Act and California Fair Employment and Housing Act Certification (**Attachment 7**) and submit the completed certification with its bid. *[For solicitations only of \$100,000 or more]*

7.9 **Cost Proposal.** The following information must be included in the cost proposal.

- A. A detailed line item budget showing total cost of the proposed services.
- B. A full explanation of all budget line items in a narrative entitled "Budget Justification."
- C. A "not to exceed" total for all work and expenses payable under the contract, if awarded.

**NOTE:** It is unlawful for any person engaged in business within this state to sell or use any article or product as a "loss leader" as defined in Section 17030 of the Business and Professions Code.

## **8.0 OFFER PERIOD**

A Prospective Bidder's proposal is an irrevocable offer for ninety (90) days following the proposal due date. In the event a final contract has not been awarded within this period, the Court reserves the right to negotiate extensions to this period. In the event that the Prospective Bidder with the highest scored Proposal refuses to execute a final contract for a Project within sixty (60) days of award, the Court reserves the right to award that Project to the Firm with the next highest scored proposal and execute a final contract with the Firm with the next highest scored proposal for that Project.

## **9.0 EVALUATION OF PROPOSALS**

- 9.1 At the time proposals are opened, each proposal will be checked for the presence or absence of the required proposal contents.

The Court will evaluate the proposals on a 100 point scale using the criteria set forth in the table below. Award, if made, will be to the highest-scored proposal.

If a contract will be awarded, the Court will post an intent to award notice at <http://www.alameda.courts.ca.gov/Pages.aspx/Contract-Opportunities>.

<b>CRITERION</b>	<b>MAXIMUM NUMBER OF POINTS</b>
Quality of work plan submitted	25

<b>CRITERION</b>	<b>MAXIMUM NUMBER OF POINTS</b>
Experience on similar assignments and review and evaluation of Contractor's submittals of past service history	10
Cost	30
Credentials of staff to be assigned to the project	10
Acceptance of the Terms and Conditions	10
Ability to meet timing requirements to complete the project	12
DVBE Preference	3

## 9.2 Criterion Details

- A. Quality of work plan submitted: **Section 2.0**
- B. Experience on similar assignments: **Section 7.6**
- C. Cost: **Section 7.9**
- D. Credentials of staff to be assigned to the project: **Section 7.4**
- E. Acceptance of the Term and Conditions: **Section 7.7**
- F. Ability to meet timing requirements to complete the project: **Section 2.0**
- G. DVBE Preference: **Section 12.0**

## 10.0 INTERVIEWS

The Court may conduct interviews with Prospective Bidders to clarify aspects set forth in their proposals or to assist in finalizing the ranking of top-ranked proposals. The interviews may be conducted in person or by phone. If conducted in person, interviews will likely be held at the Court's offices. The Court will not reimburse Prospective Bidders for any costs incurred in traveling to or from the interview location. The Court will notify eligible Prospective Bidders regarding interview arrangements.

## 11.0 CONFIDENTIAL OR PROPRIETARY INFORMATION

**PROPOSALS ARE SUBJECT TO DISCLOSURE PURSUANT TO APPLICABLE PROVISIONS OF THE CALIFORNIA PUBLIC CONTRACT CODE AND RULE 10.500 OF THE CALIFORNIA RULES OF COURT**Error! Hyperlink reference not valid.. The Court will not disclose (i) social security numbers, or (ii) balance sheets or income statements submitted by a Prospective Bidder that is not a publicly-traded corporation. All other information in proposals will be disclosed in response to applicable public records requests. Such disclosure will be made regardless of whether the proposal (or portions thereof) is marked "confidential," "proprietary," or otherwise, and regardless of any statement in the proposal (a) purporting to limit the Court's right to disclose information in the proposal, or (b) requiring the Court to inform or obtain the consent of the Prospective Bidder prior to the disclosure of the proposal (or portions thereof). Any proposal that is password protected, or contains portions that are password protected, may be rejected. Prospective Bidders are accordingly cautioned not to include confidential, proprietary, or privileged information in proposals.

## 12.0 DISABLED VETERAN BUSINESS ENTERPRISE INCENTIVE

Qualification for the DVBE incentive is not mandatory. Failure to qualify for the DVBE incentive will not render a proposal non-responsive.

Eligibility for and application of the DVBE incentive is governed by the Court's DVBE Rules and Procedures. Prospective Bidder will receive a DVBE incentive if, in the Court's sole determination, Prospective Bidder has met all applicable requirements. If Prospective Bidder receives the DVBE incentive, a number of points will be added to the score assigned to Prospective Bidder's proposal. The number of points that will be added is specified in Section 10.0 above.

A DVBE incentive of 3% is open to all DVBE (Disabled Veteran Business Enterprise) vendors participating in this solicitation. Vendor's applicable for the DVBE incentive, must complete **Attachment 8 (Bidders Declaration form)**. Please submit the form along with your RFP for review.

## 13.0 PROTESTS

Any protests will be handled in accordance with Chapter 7 of the Judicial Branch Contracting Manual (see [www.courts.ca.gov/documents/jbcl-manual.pdf](http://www.courts.ca.gov/documents/jbcl-manual.pdf)). Failure of a Prospective Bidder to comply with the protest procedures set forth in that chapter will render a protest inadequate and non-responsive, and will result in rejection of the protest. The deadline for the Court to receive a solicitation specifications protest is the proposal due date. The Court is only accepting protests via email. Protests must be emailed to:

Eduardo Sanchez  
[esanchez@alameda.courts.ca.gov](mailto:esanchez@alameda.courts.ca.gov)

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The deadline to submit an Award Protest is five (5) business days after the Court posts the intent to award. The Court is only accepting protests via email. Protests must be emailed to:

Eduardo Sanchez

[esanchez@alameda.courts.ca.gov](mailto:esanchez@alameda.courts.ca.gov)